

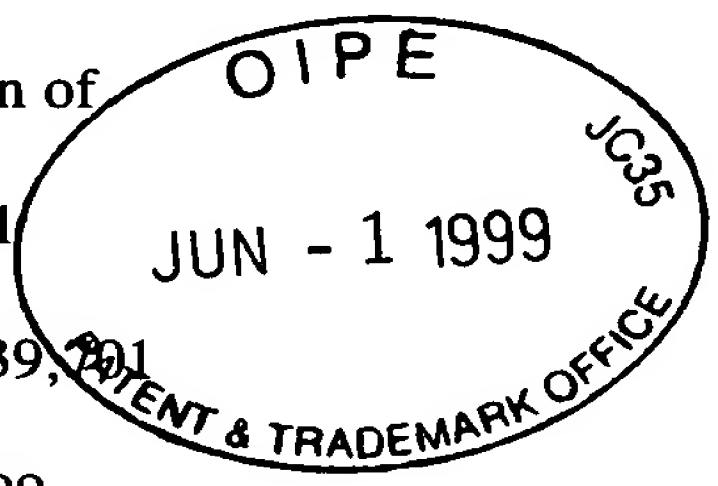
# 14  
17-23-99  
WD

Patent  
Attorney's Docket No. 025000-065

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of )  
Tom BATEMAN, et al )  
Application No.: 09/239,801 )  
Filed: January 28, 1999 )  
For: METHOD AND SYSTEM FOR )  
COORDINATING DATA AND VOICE )  
COMMUNICATIONS VIA CUSTOMER )  
CONTACT CHANNEL CHANGING )  
SYSTEM USING VOICE OVER IP )  
(AS AMENDED) )

Prior Group Art Unit: 2782  
Prior Examiner: R. Krick



RECEIVED  
JUN 03 1999  
Group 2700

INFORMATION DISCLOSURE STATEMENT  
TRANSMITTAL LETTER

Assistant Commissioner for Patents  
Washington, D.C. 20231

RECEIVED  
JUN 02 1999  
TECHNOLOGY CENTER 2800

Sir:

Enclosed is an Information Disclosure Statement and accompanying form PTO-1449 for the above-identified patent application.

- ☒ No additional fee for submission of an IDS is required.
- ☐ The fee of \$240.00 as set forth in 37 C.F.R. § 1.17(p) is also enclosed.
- ☐ A certification under 37 C.F.R. § 1.97(e) is also enclosed.
- ☐ A certification under 37 C.F.R. § 1.97(e), a petition requesting consideration of the information disclosure statement, and the petition fee of \$130.00 as set forth in 37 C.F.R. § 1.17(i) are also enclosed.
- ☐ Charge \$\_\_\_\_\_ to Deposit Account No. 02-4800 for the fee due.
- ☐ A check in the amount of \$\_\_\_\_\_ is enclosed for the fee due.

Information Disclosure Statement Transmittal Letter

Application No. 09/239,701

Attorney's Docket No. 025000-065

Page 2

The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§ 1.16, 1.17 and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 02-4800. This paper is submitted in triplicate.

Respectfully submitted,

BURNS, DOANE, SWECKER & MATHIS, L.L.P.

By: William L. Mathis  
William L. Mathis  
Registration No. 17,337

P.O. Box 1404  
Alexandria, Virginia 22313-1404  
(703) 836-6620

Date: June 1, 1999

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of )

Tom BATEMAN, et al )

Application No.: 09/239,701 )

Filed: January 28, 1999 )

For: METHOD AND SYSTEM )

COORDINATING DATA AND VOICE )

COMMUNICATIONS VIA )

CUSTOMER CONTACT CHANNEL )

CHANGING SYSTEM USING VOICE )

OVER IP (AS AMENDED) )

Prior Group Art Unit: 2782

Prior Examiner: R. Krick



**INFORMATION DISCLOSURE STATEMENT**

Assistant Commissioner for Patents  
Washington, D.C. 20231

**RECEIVED**

**JUN 02 1999**

TECHNOLOGY CENTER 2800

Sir:

In accordance with the duty of disclosure as set forth in 37 C.F.R. §1.56,  
Applicants hereby submit the following information in conformance with 37 C.F.R.  
§§ 1.97 and 1.98. Pursuant to 37 C.F.R. § 1.98, a copy of each of the U.S. documents  
cited is enclosed.

4,789,962	5,428,608
4,969,185	5,444,774
5,001,710	5,500,891
5,155,806	5,535,323
5,157,768	5,557,668
5,175,812	5,563,805
5,361,361	5,619,508
5,384,771	5,884,032

The documents are being submitted before the first Office Action on the merits,  
therefore no fee or certification is required under 37 C.F.R. § 1.97(b).

To assist the Examiner, the documents are listed on the attached form PTO-1449. It is respectfully requested that an Examiner initialled copy of this form be returned to the undersigned.

Respectfully submitted,

BURNS, DOANE, SWECKER & MATHIS, L.L.P.

By: William L. Mathis  
William L. Mathis  
Registration No. 17,337

P.O. Box 1404  
Alexandria, Virginia 22313-1404  
(703) 836-6620

Date: 1 June 1999